



Spring Lake Village

A COVIA LIFE PLAN COMMUNITY

SLV/FH Evacuation Briefing – Wednesday 9/30/20

Questions & Answers:

Q: What is the power situation on campus?

A: Power is off on east side still, west side was powered up at noon yesterday. Refrigerators did not keep running. All the living units, including the West Grove, will have a note on their door “Don’t eat the food” from the refrigerators. Power is up on the west side, so refrigerators are getting cold but the food is not good because the power was off,

Q: How long will cleanup take?

A: Contractors are working with us to review the campus. We will prioritize AL and Memory Care. We’ll have more information on Friday.

Q: Can we help clean up?

A: People with respiratory issues must be careful.

Q: Were open windows closed by staff?

A: Yes. We also tried to seal doors with tape, securing the buildings, powering down the door locks to control access. We learned from 2017 what to concentrate on early – keeping the buildings as secure as possible, as tight as possible, turning of the HVAC units.

Q: Mail – how will people receive their ballots, is mailing arriving, how is it being distributed/stored?

A: Postal carrier hasn’t been on campus since evacuation. We will get an update from postmaster. We haven’t had deliveries from FedEx or UPS.

Q: What happens to residents if SLV does burn down?

A: We have to take care of people and we have insurance – so that could be a conversation that we get more detail on in the future. (Asks Chris Ichien about how Covia helps relocate people. Chris Ichien: We closed LGM a year ago. Covia’s commitment to residents and staff went above and beyond to accommodate people. I’m confident that Covia will accommodate residents and staff similarly if need be

Q: Can residents come to campus for important things?

A: Contact Connie (Nelson) at 707/538-8400 or email cnelson@covia.org and we can figure out how to get things to people.

Q: Should we be keeping receipts for insurance?

A: That's a good topic for Friday's briefing. Save your receipts for now and we'll have more policy guidelines on Friday. Diana Jamison CFO will be sending a memo about expense reimbursements.

Q: Will people need to quarantine when they return?

A: That's a topic we're exploring – but likely yes. We'll have more information on Friday. We are in a pandemic and people have been in a variety of situations throughout the evacuation.

Q: Do we have any idea how long before people can return?

A: The contractor will begin the smoke clearing from buildings tomorrow and we'll test air quality. More information will be available Friday. Please do whatever you can to be comfortable where you are – because we want to get people back as soon as possible but it may take some time,

Q: How close did the fire get?

A: Los Alamos Road around the corner has houses that have burned.

Q: Why was notification of the approaching fire so late in the night?

A: Dennis and I were in contact during the day and reviewing the situation. The first indication was late in the evening. I got a text message that the Melitta area (that SLV is in) was next to an area going into a warning situation. I came to SLV and met with Michael. Right after that Melitta area was put into the warning zone. That's when we put out our first mass communication – that we were under a warning and please be ready if evacuation was needed. Shortly after that it escalated to a mandatory evacuation. That's when we sent out the second message and then the PA system announcement. I wasn't convinced the PA system announcement went out like it was supposed to so we repeated it. Then everyone started reacting. We were on the phone with Jim Randall of Emergency Preparedness talking about the possibility of evacuation when the evacuation order came. The situation escalated very quickly. At 10:50 pm we called for the evacuation and that was moments after we were notified of the mandatory evacuation. Around 2:30 am the facility was emptied of residents. We were here until 4 in the morning.

Q: Is Michael's home okay?

A: It is okay – but I have the same clothes on. I sneaked home to Oakmont to check on things. There are six homes there that have burned. The Skyhawk area was hit hard, with many homes burned. Some of our staff have homes there.

Q: I had to track down my mother myself. I got a call Monday telling me where she was. When I called that facility, I found she was someplace else. Why wasn't communication better?

A: It is a difficult situation to try to provide communication and try to get information out. Cell phone towers are often down, we don't have access to the emergency phone numbers. After this emergency, we will be doing a sit-down to develop stronger communication systems and we should be doing better. In an emergency, resident safety and having a clear sense of leadership and communication are the three most important things we should do. I do think we have things

we can learn and improve. Cell towers at SLV is very sporadic and many cell towers have burned.

Q: How are residents being located?

A: The Wellness staff is contacting people. Everybody is accounted for. We accounted for everyone leaving the community initially.

Q: Why weren't we able to get people from the emergency shelters into a more stable place?

A: We have to arrange ambulances and placement into a skilled nursing center. We needed to get support from the county – and it took some time. We had 14 people that we had to bring to an emergency center but they were found placement within 24 hours. The county got ambulances to us and transported. Some residents were transported to other Covia communities.

Q: How long did it take to get residents back last time, when damage wasn't as bad?

A: Skilled nursing was about three weeks because of regulatory review. We're working to clean up this time – and it is much worse as far as debris and ash. I don't have a date yet but it's a major effort this time, much more than it was in 2017. At least a week, maybe two.

Q: Can people still come to the Residence Inn in Sacramento?

A: To prepare for this type of emergency throughout the Bay Area, we made an agreement with South Lake Tahoe hotels – but on Sunday they had a power outage. We found the Residence Inn in Sacramento with about 20 rooms available. They've been accommodating and have opened rooms for Covia. There are rooms available. Feel free to email Chris Ichien (cichien@covia.org) if you need accommodations.

Q: Will we have to pay for Residence Inn?

A: Covia will be covering accommodations, food (chef-delivered meals) and Covia housekeeping are provided, nursing staff is on site. We will have more info on Friday.

Q: Does hotel take pets?

A: Yes.

Q: Are there pets on campus still?

A: Yes, we have six pets that we are feeding and watering. If you have a cat that we don't know about, let us know. M109, F204, L108, Cottages 34, 87 and 79 are the cats we know about. Let Connie Nelson know if there are other animals we need to check on.

Q: Pharmacy?

A: Per Dr. Guiseke, pharmacies will refill meds in an emergency without a physician authorization.

Q: Can we get a COVID test on our own so we don't have to quarantine?

A: No, there is a lapse of time between testing and relocation. Our clinical and infection control team will be providing us with guidelines and we'll know more before residents return to campus. We'll be working on the reopening plan and updating you before the campus opens.

Per Dr. Guiseke: We advise quarantine for up to two weeks.

Q: Residents need to have clear direction about coming to SLV during cleaning – yes or no? Since there is power and water, can we go back home?

A: No, residents cannot come on campus. Contact us if you need something and we will get it to you. We will have another briefing Friday and Monday – and we will have more information in those briefings and keep you posted on the schedule. For now, residents may not enter the campus,

Q: Will the flu shots be rescheduled?

A: Yes they will. (per Dr. Guiseke) Advanced flu shots are available at various clinics and providers.

Q: How to make arrangements to go to Sacramento, will there be transportation?

A: We have made transportation available daily. Contact Connie if you need transportation to Sacramento.

Q: Update on the status of the AL residents at the community center?

A: We are the primary group there. When I visited yesterday, the activities staff had everyone engaged in activities. There's a little lake out front. Dining and interaction and environment are good, although the sleeping cots are not as comfortable as they could be. By the end of today, everyone should be placed.

Next update will take place Friday at 3:00 pm.